**Return Materials Authorization (RMA) Request Form**

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: |  | Date: |  |
| Contact Name: |  | Phone #: |  |
| Email: |  |  |  |
| Invoice #: |  | P.O. #: |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not needed: |  | Defective: |  |  | Repair: |  |

Reason for return:

**Please provide a specific description of the issue:**

|  |
| --- |
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|  |  |  |  |
| --- | --- | --- | --- |
| Yes: |  | No: |  |

Has a replacement order been placed with AHS?

|  |  |  |  |
| --- | --- | --- | --- |
| **SKU Code #** | **Qty** | **Description** | **Restock %** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

***Materials listed must be returned within 10 days of authorization***

Only the product listed above will be accepted as authorized for return.

When returning the product, please be sure to:

Pack the product securely ensuring there are no loose parts or exposed pieces in the original manufacturers box free of any writing or markings. List the company name and address along with the RMA on the return label. Only ship the items listed on the authorization form.

Product must be unused and in original packaging for full credit. Restock fees may apply. Stock items are subject to a 20% restock fee. Special order items are only returnable at the discretion of the factory. Custom made items are not returnable. Return requests must be made within 90 days of the purchase date. Requests older than 90 days are subject to a 30%+ restock fee. Most factories will not accept returns after 6 months. Items being returned to the factory as defective are subject to inspection and will only be credited if the factory deems the product defective. Defective product manufactured by any of the following are processed at the factory’s discretion to repair and return with no credit issued: AIPHONE, CAT, ACSI, TRINE, SEDCO & SDC. Product that has been installed or modified in any way are not returnable. *All goods received by Access Hardware Supply are property of the customer until credit has been issued.*

**Please send completed forms to** [**returns@accesshardware.com**](mailto:returns@accesshardware.com) **for processing.**